

## **POLICE SUPPORT SERVICES SPECIALIST I**

### **DEFINITION:**

Under general supervision, is a civilian employee who provides journey level clerical support to the Police Department which includes receptionist duties, word processing, record keeping, filing, performs related work required.

### **CLASS CHARACTERISTICS:**

This is a civilian law enforcement classification. Principle duties include processing police department records and reports, responding to a wide variety of customer service requests for information, and maintaining the Department's property and evidence control. A significant degree of technical skill in processing confidential information is required. The ability to positively interact with community members and professionals from other government agencies is required of incumbents to develop, maintain and successfully perform this customer service position. Supervision is available in non-routine circumstances.

The specific technical nature of law enforcement procedures, plus the necessity to undergo a thorough background investigation prior to appointment, distinguish this class from the general clerical classes.

### **IMPORTANT ESSENTIAL DUTIES:**

1. Receives and screens visitors and non-emergency telephone calls.
2. Within specific guidelines, provides factual information regarding departmental activities to the public.
3. Prepares and processes criminal complaints, correspondence, warrants, citations, subpoenas, forms and specialized documents related to the functions of the department from drafts, notes, dictated tapes or brief instructions, using a typewriter or word processor.
4. Proofreads and checks typed materials for accuracy, completeness, compliance with departmental policies and correct English usage.
5. Enters and retrieves data from an on-line computerized system, including accessing a centralized law enforcement data base.
6. Maintains records and files.
7. Performs general office support duties such as operating standard office equipment.
8. Identification, storing, managing and maintaining property and evidence control.

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### **MARGINAL OR PERIPHERAL JOB DUTIES:**

1. Provides training to new POLICE SUPPORT SERVICES SPECIALIST I's and other Department employees as may be required.
2. May provide temporary assistance and support in a variety of other civilian law enforcement functions within the Department.
3. May perform relief matron or communications duties.
4. Performs other related job duties as assigned.

### **PHYSICAL DEMANDS:**

1. Standing: Police Support Services Specialists stand while communicating with the public at the front counter. Standing is also required during the normal course of clerical duties. They also stand in the course of maintaining property and evidence room and in the course of confirming warrants at the warrant index file
2. Walking: Police Support Services Specialists walk while in the police facility on police business such as filing reports, attending the front counter, attending briefings or during training programs and evidence processing.
3. Sitting: Police Support Services Specialists may be required to sit for long periods of performing data entry and general office work at individual work stations.
4. Stooping/Bending: Stooping and bending are necessary in the scope of performing duties in the records center, and in the property/evidence room. Stooping and bending may be required to search for and retrieve records in storage or retrieving property or evidence for release.
5. Lifting: On occasion it may be necessary to lift heavy boxes of police records, cases of paper for computers or other office equipment. Police Support Services Specialists may have to lift items of evidence or recovered stolen property such as television sets, computers, stereos, bicycles etc.
6. Carrying: This would be the same as lifting. Police Support Services Specialists may be required to carry moderately heavy objects while moving boxes of records, office supplies, property and evidence.
7. Pushing/pulling: Police Support Services Specialists may find it necessary to push and pull police record files in and out of book cases from below waist level while in a standing and/or

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### **PHYSICAL DEMANDS: (continued):**

- sitting position. Pushing and pulling items or boxes may also be required while working with property or evidence.
8. Balancing: Police Support Services Specialists may find it necessary to maintain balance while reaching for and placing items on storage shelves or book cases.
  9. Climbing: Climbing small ladders or foot stools may be necessary when reaching for and placing items on storage shelves; book cases; or filing cabinets. Climbing stairs would be necessary to access all parts of the police facility.
  10. Twisting/Turning: Police Support Services Specialists will be required to twist and turn almost continually when working in records, usually from a sitting position, to facilitate answering phones and returning to work space areas.
  11. Kneeling: Kneeling may be necessary to retrieve and replace resource material from low level book shelves.
  12. Reaching: Police Support Services Specialists will be required to reach while operating office equipment in records and in the property/evidence room. Reaching would be necessary to retrieve and replace reports from files, resource material from high level book shelves. Reaching would be necessary while working with property and evidence.
  13. Manual Dexterity: It is necessary for Police Support Services Specialists to handle telephone communications and write or type at the same time.
  14. Speed: Police Support Services Specialists generally work at their own pace. However, certain data entry functions require significant amounts of entries to be made in a timely fashion to keep the data bases current.
  15. Talking/Hearing: It is essential for Police Support Services Specialists to have the ability to talk and hear since they constantly handle requests for police services by telephone and at the front counter. The ability to listen and talk and write or type at the same time is essential.
  16. Seeing: Good vision is a requirement of the job. Police Support Services Specialists need to be alert at all times for any visual prompts on computer equipment and phone equipment. A full spectrum of color vision in order to differentiate illuminated colored computer displays is required.
  17. Running: Running is not a requirement of this position.
  18. Pushing with Feet: Pushing with feet may be required while working in the records center. All chairs are on wheeled bases and it may be necessary to push or propel the chair with your feet while moving about individual work stations during the normal course of duties.

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### **ENVIRONMENTAL CONDITIONS:**

1. Police Support Services Specialists assigned to the records support function would be required to work inside 95% of the time. PSSS's are required to go outside and check vehicles to verify mechanical citation corrections. Special assignments may also require PSSS's to occasionally work out of doors.
2. Temperature / Weather: Police Support Services Specialists assigned to records center are usually in a temperature controlled environment and out of inclement weather except in the event of emergency or special assignment.
3. Noise/vibration: Police Support Services Specialists are exposed to the noise of the police radio as well as telephones and routine office noise at all times.
4. Hazards:
  - a. Electrical: Working with electrical equipment at all times requires constant diligence in reporting wire breaks, malfunctions, and any liquid spills which may result in electrical shock.
  - b. Mechanical: There are only those mechanical hazards that may be associated with routine office work for this position.
  - c. Explosives: Police Support Services Specialists assigned to property/evidence may be exposed to explosives when accepting common incendiary or flammable items into evidence or property.
  - d. Other: If proper precautions are not taken, Police Support Services Specialists may come into contact with a variety of unknown drugs which may enter the system by inhalation or through skin pores while handling evidence.

### **ATMOSPHERIC CONDITIONS:**

1. Fumes: If proper precautions are not taken, Police Support Services Specialists may be exposed to fumes from illegal drug paraphernalia booked into evidence.
2. Mist: Police Support Services Specialists may be exposed to early morning mist while working special assignments.
3. Gases: Police Support Services Specialists may be exposed to the odor of gases as noted in the above section regarding fumes
4. Ventilation: Police Support Services Specialists assigned to the records center are required to work in an office environment with mechanical ventilation.
5. Odors: If proper precautions are not taken, Police Support Services Specialists assigned to evidence/property may be exposed to potentially hazardous odors as noted above.

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### **ATMOSPHERIC CONDITIONS: (continued):**

6. Dust: Police Support Services Specialists are exposed to normal and environmental dust throughout their careers.

### **FLOOR SURFACES:**

1. Police Support Services Specialists stand on a variety of surfaces while performing their jobs. These include cement, linoleum, tile, carpet, asphalt, among others.

### **MACHINES/TOOLS/EQUIPMENT UTILIZED/HANDLED:**

1. Miscellaneous office equipment
2. Communications trailer
3. Various types of property or evidence
4. Uniforms
5. Keys to a variety of city locks
6. Report forms, pencils and pens
7. Computers / printers
8. Copy machines
9. Fax machines
10. Tape recorders / video cameras

## **QUALIFICATIONS**

### **Knowledge of:**

1. Business letter writing and the standard format for typed materials.
2. Basic business data processing principles and the use of tape dictating and word processing equipment.
3. Basic law enforcement organization, activities, terminology and rules and procedures.

### **Skills in:**

1. Developing and maintaining effective working relationships with those contacted in the course of work.
2. Communicating tactfully and effectively with the public including persons who are irate or difficult to deal with.
3. Understanding and carrying out oral and written directions.

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### **QUALIFICATIONS: Skills in: (continued):**

4. Maintaining accurate records and files.
5. Performing detailed clerical work accurately.
6. Typing accurately (40 net words per minute) using a typewriter or word processing equipment.
7. Composing routine correspondence from brief instructions.
8. Using on-line computer to access a variety of information.
9. Operating standard office equipment including a word processor.

### **Ability to:**

1. Quickly learn the policies, procedures and performance standards pertaining to work.
2. Learn to operate automated police information systems.
3. Evaluate situations and properly handle or refer a wide variety of requests from the public.

### **Other Requirements:**

1. Two years of clerical or office assistant experience.
2. Experience which will have provided a knowledge of law enforcement terminology and office procedures is desirable.
3. Graduation from high school or its equivalent.
4. Must be able to meet state standards for accessing criminal history information as determined by a comprehensive background investigation.